

RIDE UNITED

Last Mile Delivery

United Way of CNY Program Overview



HISTORY

2020

United Way and DoorDash partnered to launch
Ride United: Last Mile Delivery (RULMD)

Less than 2 years later

Completed over **1 million deliveries** in over 350
cities and towns across the United States



GOALS

1.

To ensure that **anyone who needs food** or essential items can obtain them

2.

Provide support to work direct service staff is accomplishing in our community

3.

Delivering directly to anyone in need has the **potential to transform** the way social services are provided

MARILOU'S STORY:



Get Connected. Get Help.™

“

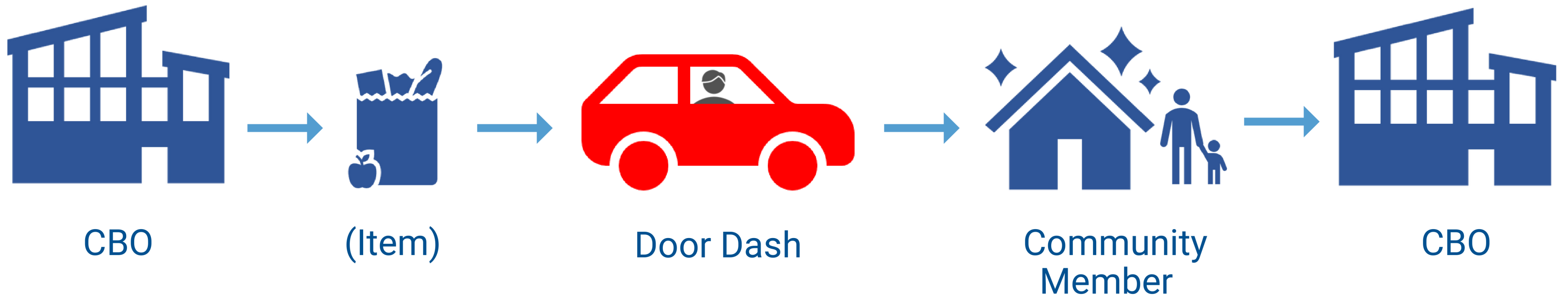
Beyond thrilled with
first delivery

Forever grateful for
United Way, 211,
& Doordash

Food delivery saved
my life

”

OVERVIEW



APPROVED ITEMS



Food Boxes / Bags



Prepared / Hot Meals



Emergency Supplies & PPE



School Supplies



Baby / Infant Supplies



Senior Supplies



Hygiene Products



Holiday Boxes



Gift Cards



Mental Health Kits



Weather Appropriate Clothing



Utility Household Supplies

REQUIREMENTS



Address cannot be more than
10 miles away from pick-up site



Members **cannot** be charged/pay
delivery fees to CBO

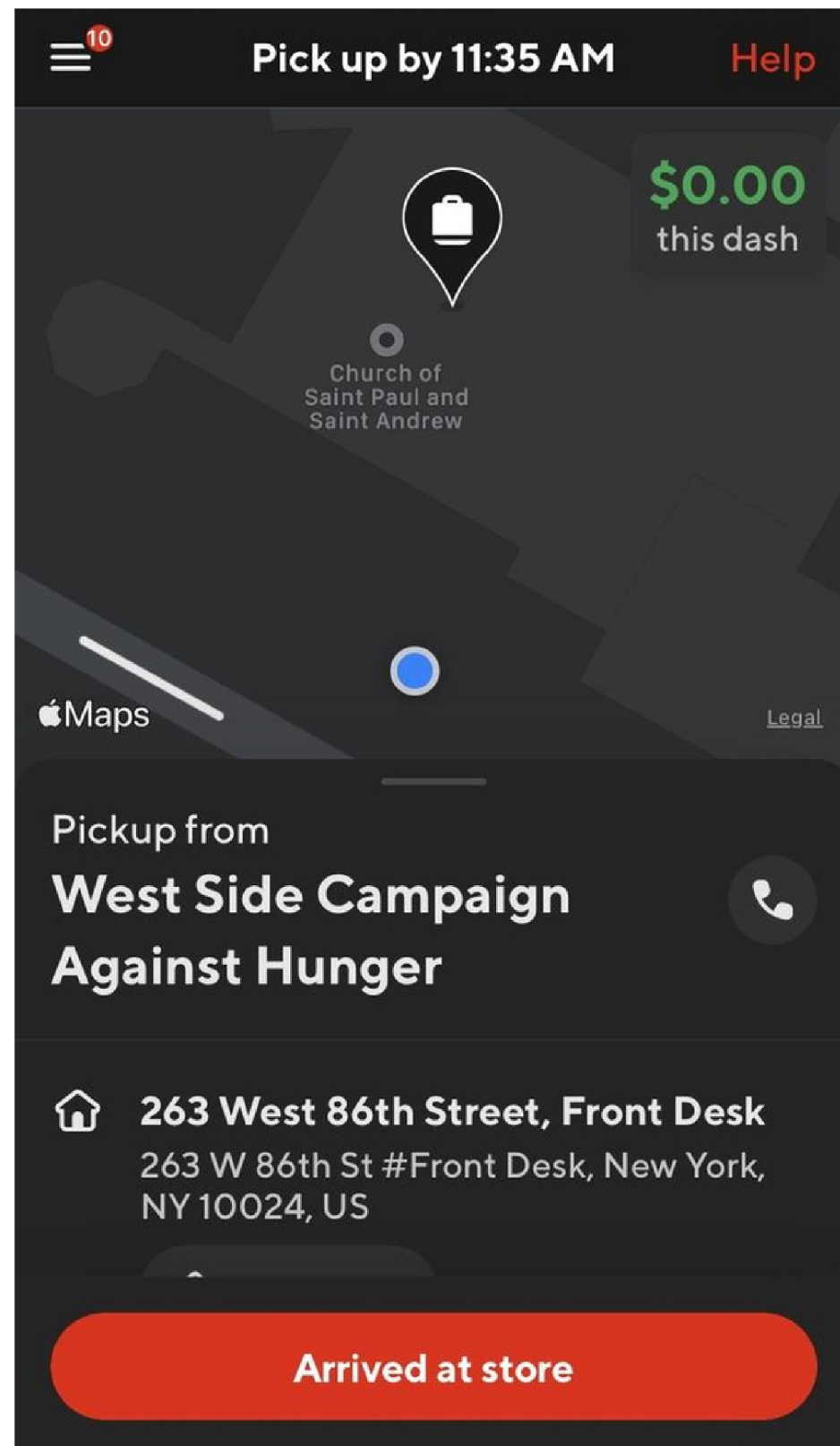


Prescription drugs **cannot**
be delivered



Members must receive
items **free** of charge

SCHEDULING DELIVERY



1. **Spreadsheet** with delivery details provided to **UW Staff**
2. UW staff submits the list of requested deliveries to Door Dash
3. Door Dash **automatically routes** those orders and assigns Dashers to pick up items
4. Dashers pick up clients' items & **make contact-free deliveries** to them
5. Clients **receive status updates** about their deliveries as they're completed! (UW can also track orders in real-time through online Portal).

AVAILABILITY

NORMAL HOURS

Monday to Friday: 8:00 AM - 4:30 PM

Typical Business Days, excluding major Holidays

SPECIAL HOURS

Large volume, but it's outside of the specified
time/days of the week available?

Call us. We'll work with you.

DAY OF PICKUP

CBO Staff Prepare Deliveries

Have at least 1 volunteer or staff available
to hand off packages to the Dasher*

ONBOARDING

Up to 10 business days for approval



Complete Partner
Information Form &
Submit Photos



Complete 15 Minute
Training



Begin Scheduling
Deliveries



Provide Success
Stories

FAQ

How many deliveries can my organization schedule?

Unlimited deliveries through 12/31/23

Can we deliver items from my organization to another organization?

Yes

Can our organization have multiple pick-up locations?

Yes, you can also have multiple pick-up sites

Do the Dashers get paid?

Yes, at least \$5 per delivery

FAQ

Can we use this in case of emergencies?

Yes

Can we schedule deliveries for Saturdays or Sundays?

Call us in advance to discuss

We don't have a need right now but might in the future. What should we do?

Sign up! If you sign up, there's no obligation to schedule deliveries

Who can we tell about this?

Any organization that is delivering approved goods/items to clients for free